



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:) Docket No.: 067220-0313100
Michael ZIRNGIBL *et al.*) Confirmation No.: 5280
Serial No.: 09/455,534) Examiner: Ming Chow
Filed: December 7, 1999) Group Art Unit: 2645

For: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED INBOUND AND OUTBOUND VOICE SERVICES

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicants hereby make of record in the above-identified application the documents listed on the attached Form PTO-1449.

Applicants have listed publication dates on the attached PTO-1449 based on information presently available to the undersigned. However, the listed publication dates should not be construed as an admission that the information was actually published on the date indicated. Where the publication date of a listed document does not provide a month of publication, the year of publication of the listed document is sufficiently earlier than the effective U.S. filing date and any foreign priority date so that the month of publication is not an issue.

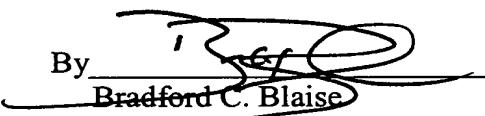
Applicants reserve the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

This Supplemental Information Disclosure Statement is being filed more than three months after the U.S. filing date, and after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Action or Notice of Allowance, whichever occurs first. 37 C.F.R. 1.97(c). Please charge the \$180.00 fee [37 C.F.R. 1.17(p)] to Deposit Account No. 03-3975. In addition, please charge any fee deficiencies, or credit any overpayment, to Deposit Account No. 03-3975 as needed to ensure consideration of the Supplemental Information Disclosure Statement. A duplicate copy of this paper is attached.

It is respectfully requested that the Examiner initial and return a copy of the enclosed PTO-1449.

Respectfully submitted,

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Dated: June 24, 2005


**INFORMATION DISCLOSURE CITATION
IN AN APPLICATION**

Form PTO-1449

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|--------------------------------|--------------------|
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| 067220-0313100 | 09/455,534 |
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| | 1Z | MSTR158 – ZAIANE, Osmar R., <i>et al.</i> , "Discovering Web Access Patterns and Trends by Applying OLAP and Data Mining Technology on Web Logs", <u>IEEE International Forum on Research and Technology Advances in Digital Libraries</u> , date unavailable, pages 19-29. |
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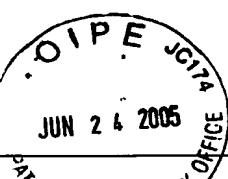
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